

WHAT IS CLAIMED IS:

1 1. A method for establishing and effecting a secure  
2 synchronized browsing session between a guide terminal and  
3 a follower terminal, the method comprising steps of:  
4 a) providing address and encryption information  
5 corresponding to the follower terminal to the guide  
6 terminal;  
7 b) encrypting, with the guide terminal and based on  
8 the encryption information corresponding to the  
9 follower terminal, a browsing command to generate an  
10 encrypted browsing command;  
11 c) sending the encrypted browsing command to the  
12 follower terminal;  
13 d) receiving, with the follower terminal, the  
14 encrypted browsing command;  
15 e) decrypting, with the follower terminal, the  
16 encrypted browsing command to generate a decrypted  
17 browsing command; and  
18 f) effecting, at the follower terminal, the decrypted  
19 browsing command.

1 2. The method of claim 1, wherein the browsing command is  
2 a request for content associated with a uniform resource  
3 locator.

1 3. The method of claim 2 further including steps of:  
2 g) determining, at the follower terminal, whether or  
3 not access is permitted to the content; and  
4 h) if it is determined that access is permitted to  
5 the content, then requesting the content and if it is

6           determined that access is not permitted to the  
7           content, then not requesting the content.

1   4.   The method of claim 3 wherein the step of determining  
2   whether or not access is permitted is based on at least one  
3   of a list of GO and NO GO locations and rules for  
4   determining whether or not a locator is a GO or a NO GO.

1   5.   The method of claim 1 further comprising a step of:  
2       g)   effecting, at the guide terminal, the browsing  
3       command.

1   6.   The method of claim 2 further comprising a step of:  
2       g)   effecting, at the guide terminal, the browsing  
3       command.

1   7.   The method of claim 1 wherein the address and  
2   encryption information corresponding to the follower  
3   terminal are provided to the guide terminal via a session  
4   manager.

1   8.   The method of claim 1 further comprising a step of:  
2       g)   providing address and encryption information  
3       corresponding to the guide terminal to the follower  
4       terminal.

1   9.   The method of claim 8 wherein the encryption  
2   information corresponding to the guide terminal includes a  
3   public key.

1 10. The method of claim 1 wherein the encryption  
2 information corresponding to the follower terminal includes  
3 a public key.

1 11. A method for establishing and effecting a synchronized  
2 browsing session between a guide terminal and a follower  
3 terminal, the method comprising steps of:

4 a) providing address information related to the  
5 follower terminal to the guide terminal;  
6 b) providing address information related to the guide  
7 terminal to the follower terminal;  
8 c) sending, from the guide terminal, a browsing  
9 command to the follower terminal;  
10 d) receiving, with the follower terminal, the  
11 browsing command;  
12 e) effecting, with a browser at the follower  
13 terminal, the received browsing command,  
14 wherein the browser at the follower terminal is  
15 resident on the follower terminal before any  
16 connection between the follower terminal and the guide  
17 terminal.

1 12. The method of claim 11, wherein the browser at the  
2 follower terminal is maintained by a session manager.

1 13. A system for establishing and effecting a synchronized  
2 browsing session, the system comprising:

3 a) a guide terminal, the guide terminal including  
4 i) a connection process for invoking the  
5 establishment of the synchronized browsing  
6 session, and

- 7           ii) a process for generating synchronized
- 8           browsing commands;
- 9       b) a follower terminal, the follower terminal
- 10       including
- 11           i) a connection process for facilitating the
- 12           establishment of the synchronized browsing
- 13           session, and
- 14           ii) a process for receiving synchronized
- 15           browsing commands and for effecting those
- 16           synchronized browsing commands;
- 17       c) a session manager, the session manager working
- 18       with the connection process of the guide terminal and
- 19       the connection process of the follower terminal to
- 20       establish and maintain the synchronized browsing
- 21       session; and
- 22       d) at least one network for communicating data
- 23       between the guide terminal, the follower terminal, and
- 24       the session manager.

- 1   14. The system of claim 13 wherein the guide terminal
- 2   further includes an encryption process for encrypting the
- 3   generated synchronized browsing commands,
- 4           wherein the session manager sends encryption
- 5   information about the guide terminal to the follower
- 6   terminal, and
- 7           wherein the follower terminal further includes a
- 8   decryption process for decrypting the encrypted
- 9   synchronized browsing commands based on the encryption
- 10   information sent by the session manager.

1 15. A method for providing assistance from a live agent at  
2 a first terminal to a customer at a second terminal, the  
3 method comprising steps of:

4 a) establishing, in response to an input at the  
5 second terminal, a call between the customer at the  
6 second terminal and the live agent at the first  
7 terminal; and

8 b) establishing a synchronized browsing session  
9 between the customer at the second terminal and the  
10 live agent at the first terminal.

1 16. The method of claim 15 wherein the call includes audio  
2 and video communications.

1 17. The method of claim 15 wherein, the synchronized  
2 browsing session includes sending, from the first terminal  
3 to the second terminal, encrypted browsing commands.

1 18. The method of claim 15 wherein the synchronized  
2 browsing session is established in response to a request  
3 from the first terminal.

1 19. The method of claim 15 wherein at least a portion of  
2 the synchronized browsing session takes place during at  
3 least a portion of the call.

1 20. A method for establishing a synchronized browsing  
2 session between a guide terminal and a follower terminal,  
3 the method comprising steps of:

4 a) accepting a request for a synchronized browsing  
5 session from the guide terminal;

- 6        b) sending, in response to the acceptance of the
- 7        request for a synchronized browsing session, a
- 8        browsing request to the follower terminal;
- 9        c) accepting an acknowledge response from the
- 10       follower terminal; and
- 11       d) sending, in response to the acceptance of the
- 12       acknowledge response, an acknowledge response to the
- 13       guide terminal.

1    21. The method of claim 20 further comprising a step of  
2    providing encryption information about the follower  
3    terminal to the guide terminal.

1    22. The method of claim 20 further comprising a step of  
2    providing encryption information about the guide terminal  
3    to the follower terminal.

1    23. In a follower terminal, a method for effecting a  
2    synchronized browsing session with a guide terminal, the  
3    method comprising steps of:

- 4        a) accepting a synchronized browsing command from the
- 5        guide terminal;
- 6        b) sending an acknowledge reply to the guide terminal
- 7        in response to the acceptance of the synchronized
- 8        browsing command;
- 9        c) determining whether access to content associated
- 10       with the browsing command is permitted; and
- 11       d) if it is determined that access to the content
- 12       associated with the browsing command is permitted,
- 13       then requesting the content associated with the
- 14       browsing command.

1 24. The method of claim 23 wherein the synchronized  
2 browsing command accepted from the guide terminal is  
3 encrypted, the method further comprising a step of  
4 decrypting the encrypted synchronized browsing command.

1 25. The method of claim 24 wherein the acknowledge reply  
2 is encrypted.

1 26. The method of claim 23 wherein the step of determining  
2 whether access to content associated with the browsing  
3 command is permitted is based on at least one of a list of  
4 GO and NO GO content locators and rules for determining  
5 whether or not a content locator is a GO or a NO GO.

1 27. The method of claim 23 wherein the step of determining  
2 whether access to content associated with the browsing  
3 command is permitted includes steps of

4 i) determining whether or not the browsing  
5 command includes a resource locator that has a NO  
6 GO status based on at least one of first rules  
7 regarding resource locators and a first list of  
8 resource locators,

9 ii) if it is determined that the browsing  
10 command includes a resource locator that has a NO  
11 GO status, then

12 A) setting a status to NO GO,

13 B) determining whether or not the browsing  
14 command includes a resource locator that has  
15 a GO status based on at least one of second  
16 rules regarding resource locators and a  
17 second list of resource locators, and

18                   C) if it is determined that the browsing  
19                   command includes a resource locator that has  
20                   a GO status, then setting the status to GO,  
21                   and  
22                   iii) requesting the content associated with the  
23                   browsing command if the status is GO.

1   28. In a guide terminal, a method for effecting a  
2   synchronized browsing session with a follower terminal, the  
3   method comprising steps of:

4       a) accepting a synchronized browsing command from an  
5       input device of the guide terminal;  
6       b) encrypting the synchronized browsing command based  
7       on encryption information associated with the follower  
8       terminal; and  
9       c) sending the encrypted synchronized browsing  
10      command to guide terminal.

1   29. The method of claim 28 further comprising a step of:  
2       b1) determining whether or not access to content  
3       associated with the browsing command is permitted,  
4           wherein the steps of (b) encrypting the  
5       synchronized browsing command and (c) sending the  
6       synchronized browsing command are performed only if it is  
7       determined that access to content associated with the  
8       browsing command is permitted.

1   30. The method of claim 29 wherein the step of determining  
2   whether access to content associated with the browsing  
3   command is permitted is based on at least one of a list of  
4   GO and NO GO content locators and rules for determining  
5   whether or not a content locator is a GO or a NO GO.



1 31. A method for determining whether access to content  
2 associated with a browsing command is permitted, the method  
3 comprising steps of

- 4 a) determining whether or not the browsing command  
5 includes a resource locator that has a NO GO status  
6 based on at least one of first rules regarding  
7 resource locators and a first list of resource  
8 locators;
- 9 b) if it is determined that the browsing command  
10 includes a resource locator that has a NO GO status,  
11 then
  - 12 i) setting a status to NO GO,
  - 13 ii) determining whether or not the browsing  
14 command includes a resource locator that has a GO  
15 status based on at least one of second rules  
16 regarding resource locators and a second list of  
17 resource locators, and
  - 18 iii) if it is determined that the browsing  
19 command includes a resource locator that has a GO  
20 status, then setting the status to GO; and
- 21 c) requesting the content associated with the  
22 browsing command if the status is GO.

1 32. A computer-readable medium having stored thereon, a  
2 data structure, the data structure comprising:

- 3 a) a first field including information corresponding  
4 to an address of a terminal of a system for providing  
5 live agent help to customers;
- 6 b) a second field including information identifying  
7 at least one of a video conferencing type and a video  
8 conferencing address; and

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